

Thai Thi Thu Hang

Business Analyst

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Professional Summary

Business Analyst with 7+ years of experience specializing in HRM and ERP systems, with a strong background in requirements elicitation, business process analysis, functional specifications, stakeholder management, and software testing.

Experienced across the full BA lifecycle in both outsourcing and product environments. Recently enhanced professional capabilities through AI-assisted Business Analysis, and a self-initiated Mini HRM project.

7+ years

BA experience in HRM/HCM and ERP

20,000+

End users (Golden Gate)

700+

Restaurants using G-Hero

1,000+

BIDV branches using PeopleSoft

2,000+

Users trained for go-live

5

Team members (Team Leader)

3

Awards for on-time go-live

Education

National Economics University (NEU)

08/2012 – 08/2016

Bachelor's Degree, Human Resource Management

GPA: 3.43/4.0

Work Experience

Viet Han Medical Equipment Joint Stock Company

10/2025 – Present

Business Analyst (BA)

HR Management System (HR System)

- **Requirements analysis & management:** Owned the full BA process, from exploring business problems to eliciting and analyzing detailed business requirements with the HR Department and other stakeholders to define feature direction.
- **Solution design & specification:** Designed screen flows and built interactive prototypes in Figma; authored Software Requirements Specifications (SRS).
- **Delivery management & testing (UAT):** Worked closely with developers and testers across sprints to control quality; built in-depth test cases and organized and supported User Acceptance Testing (UAT).
- **Handover, training & go-live:** Created User Guides and training videos; delivered hands-on training to end users and supported the system through go-live.
- **Operations & maintenance:** Handled Change Requests (CRs), performed impact analysis, prioritized the Product Backlog, and coordinated with the technical team on bug fixes and periodic feature upgrades to improve the user experience.

Business Analysis & AI

10/2025 – Present

Professional Development

- Alongside my full-time role, continuously maintained and upgraded professional Business Analysis skills through learning, researching new technologies, and hands-on personal projects.
- Built a self-initiated Mini HRM project to refresh end-to-end BA capabilities, including business process analysis, requirements analysis, functional documentation, prototyping, testing, and requirement traceability.
- Applied Generative AI tools to Business Analysis activities, including requirement analysis and review, gap identification, documentation improvement, test scenario generation, and productivity enhancement.
- Improved practical skills in Figma and AI-assisted workflows for documentation, UI design, and vibe coding.

Golden Gate Group

04/2021 – 08/2024

Business Analyst

- Owned the full BA lifecycle: requirements elicitation, requirements analysis, mockup/prototype design, documentation, system testing, end-user training, and go-live support.

- **Project scale:** enterprise-wide rollout covering 16,000 restaurant staff, 1,000 senior managers, and 400 HR personnel.

SYSTEMS DELIVERED

HR Management System (iHRP)

16,000 end users. Partnered with the HR Department and vendor to build modules for Employee Records, Timekeeping (restaurant & office), and Payroll. Streamlined the document approval workflow through in-depth requirements review, business analysis, and QA via detailed test-case documentation.

eLearning Training Management System

Partnered with the Training Center and vendor; supported functional and reporting requirements analysis through URD sign-off.

ERP System for Restaurant Managers & Staff (G-Hero, G-Stars)

Elicited and clarified requirements with stakeholders; designed prototypes in Figma; authored SRS documentation and user guides; produced training videos; conducted hands-on system testing; trained 1,000 managers and 16,000 staff. Delivered complex modules including sales/TC/food/material forecasting, Work Scheduling, Job Market, Role Management, and Racing S.

User Management System (G-RMS)

Ran the end-to-end BA process from requirements gathering and screen-flow/prototype design in Figma through SRS specification and system testing. Managed access provisioning across all Golden Gate applications, including role-based (functional) permissions, data permissions, and SSO login access.

Survey System (G-Survey)

Ran the end-to-end BA process from requirements gathering and screen-flow/prototype design in Figma through SRS specification and system testing. Core modules: Question Bank, Survey Management, Survey Creation/Viewing Permissions, Reporting, and 360-Degree Employee Feedback.

eContract Project

Partnered with HR, Procurement, and the vendor to roll out eContract; clarified requirements and led system demos, user guidance, and go-live support.

FPT Information System

11/2017 – 04/2021

Business Analyst (Team Lead)

- Owned the full BA lifecycle: requirements elicitation, requirements analysis, mockup/prototype design, documentation, system testing, end-user training, and go-live support.
- Team Lead for a team of 5+ business analysts.

Project: Enterprise HR Management Solution for BIDV Bank

Worked directly with BIDV's HR Division to design the HR management system across the following modules:

- **Core HR** — Employee records, job description management, organizational structure.
- **Personnel/Career Management** — Tracked and managed staff career progression.
- **Team Lead Rewards & Recognition** — Managed the annual employee rewards and recognition program.
- **Team Lead Training** — Managed training information, training costs, and curriculum frameworks.
- **Key responsibilities:** led requirements analysis and clarification and aligned solutions with stakeholders; produced analysis documentation, SRS specifications, business process models (BPMN), test case documentation, and user manuals.
- **Team Lead role:** managed and coordinated the team's workload and deliverables.
- **Deployment & training:** delivered training to 500 participants across Hanoi and Ho Chi Minh City; supported users throughout system testing and deployment.
- Researched and proposed new product features.

Techcombank

02/2016 – 09/2017

Learning & Development (L&D) Specialist

09/2016 – 09/2017

- Reviewed, planned, and updated bank-wide training materials to standard; finalized documentation using standard templates for deployment.
- Produced periodic and ad-hoc reports on training materials, course catalogs, and course systematization.
- Researched the TechcomUniversity project and its On-the-job Development Program (ODP) process; consolidated and cleaned training course data.

HR Business Partner (HRBP) Consultant

06/2016 – 09/2016

- Managed labor relations matters.
- Processed probationary/performance reports; managed resignation procedures, including process guidance, exception consulting, and outstanding-debt checks.
- Supported staff transfer, rotation, and appointment plans, as well as disciplinary procedures.
- Handled administrative tasks for the center.

Talent Acquisition Intern

02/2016 – 06/2016

- Screened CVs, contacted candidates, and coordinated/prepared interview logistics; sourced candidate profiles on LinkedIn.
- Managed the recruitment pipeline from TalentNet and SEO-V sources across the Northern and Southern regions.

- Prepared onboarding documentation, printed offer letters/contracts, issued employee ID cards, and guided contract signing.
- Served as focal point for the 2016 Northern Region Internship Program (document collection, badge issuance, timekeeping, and reporting) and supported year-end events.

Skills

Professional Skills	Business Analysis, Mockups, Wireframing, Prototyping
Documentations	BRD, URD, SRS, FRS, Test Case, User Guide
Tools	Jira, SQL, Balsamiq, Figma, AI (Claude Work, Claude Code, Claude Design, Gemini, ChatGPT, Codex, Figma AI, Figma Make)
Domain Expertise	ERP, HRM/HCM, PeopleSoft, F&B, Survey Systems, 360-Degree Feedback
Soft Skills	End-user Training, Team Leadership, Communication & Negotiation
Languages	English — Intermediate

Awards & Recognition

09/2023	Recognition for Successful Go-Live of the G-Hero System · <i>Golden Gate</i> • G-Hero is an ERP-type system for restaurant managers covering finance, HR, inventory, forecasting, and performance ranking. • Used by 1,000 managers to monitor and manage business performance across 700+ Golden Gate restaurants. • Recognized for the successful, on-time go-live of a large-scale project.
09/2020	Recognition for Successful Go-Live of the Training Module (BIDV Project) · <i>FPT</i> • BIDV implemented PeopleSoft as its enterprise-wide HR management platform. • Recognized as Team Lead for the Training module for its successful, on-time go-live.
06/2020	Recognition for Successful Go-Live of the Rewards & Recognition Module (BIDV Project) · <i>FPT</i> • BIDV implemented PeopleSoft as its enterprise-wide HR management platform. • Recognized as Team Lead for the Rewards & Recognition module for its successful, on-time go-live.
06/2017	Outstanding Employee · <i>Techcombank Training Center</i>
04/2017	Outstanding Employee · <i>Techcombank Training Center</i>
06/2016	Excellent Intern — Techcombank 2016 Internship Program · <i>Techcombank</i>
01/2013	Encouragement Award — University Student Math Olympiad (Algebra & Calculus) · <i>National Economics University</i>
01/2012	First Prize, University Student Math Olympiad; Third Prize, National Student Math Olympiad (Calculus) · <i>National Economics University</i>